Product Brief

ORBITZ **FOR BUSINESS**®

Guest Traveler

Orbitz for Business (OFB) wants to inform you about the Guest Traveler enhancement.

GUEST TRAVELER ENHANCEMENT

Overview

The Guest Traveler enhancement allows travel arrangers to invite people outside Northwestern University to use the NU site on Orbitz for Business to search and book travel. You can use this enhancement for interviewees, guest speakers or other people you want to arrange travel for.

NU has established two unique groups within OFB for these guests: NU Paid and Self Paid. The group that a guest is registered to determines the billing option.

Guest travelers provide advantages over free-form travelers:

> Travel arrangers invite guests and define:
>> User groups
>> Travel products they can book (air, hotel, car and rail)
>> Expiration date for access to OFB
> The travel arranger who invited the guest receives notification of all guest bookings and cancellations.

Guest travelers benefit by:

> Managing their own bookings on OFB
> Using their own e-mail address and setting their own password
> Logging their own date of birth and gender
> Creating their own profile with loyalty program numbers (based on the travel they have access to), additional e-mail contacts and all other information that goes in to a traveler's profile
> Calling the OFB support numbers or using chat
> Receiving care alerts

Invite Guest Travelers

The first part of the process is to invite the guests to OFB.

Travel Arranger permission

Everyone who will invite guests, like recruiters, meeting planners, etc., needs to be a Travel Arranger. In addition, there is a new permission setting that allows travel arrangers to invite guests.

To configure these settings for your OFB account, contact Jeff Levin, Manager of Travel Services, at jhlevin@northwestern.edu or 847-491-5993.
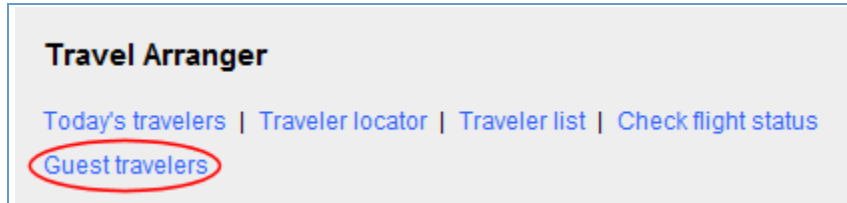
After the right permissions are enabled, the travel arranger can begin inviting guests.

Product Brief

Inviting guests

Travel arrangers can invite up to 10 guests online at one time. The information, like travel products and expiration date, apply to all guests invited at one time. If you need to invite more, then repeat this process for every group of 10.
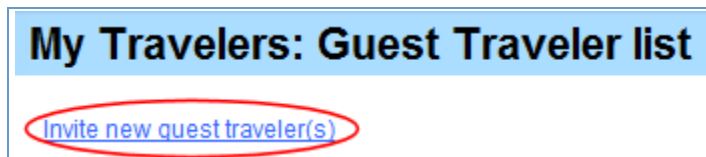
To invite a guest:

Travel Arranger

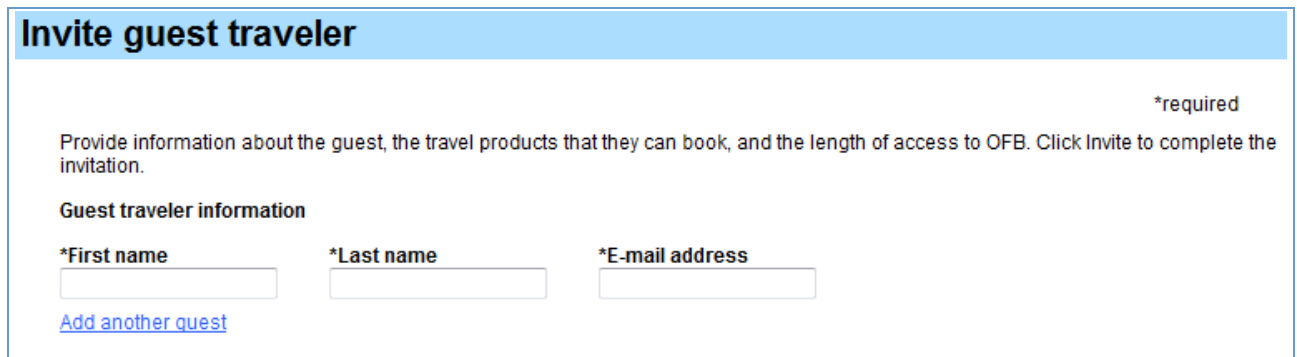Today's travelers | Traveler locator | Traveler list | Check flight status
Guest travelers

1. In the *Travel Arranger* section on the home page, click the **Guest travelers** link.

My Travelers: Guest Traveler list

Invite new guest traveler(s)

2. On the *Guest traveler* page, click the **Invite new guest traveler(s)** link.

Invite guest traveler

*required
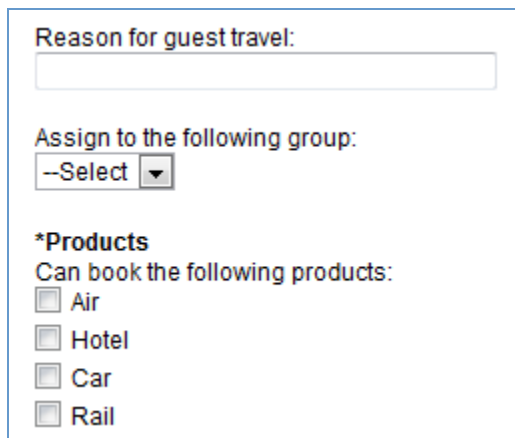
Provide information about the guest, the travel products that they can book, and the length of access to OFB. Click Invite to complete the invitation.

Guest traveler information

*First name   ***Last name**   ***E-mail address**

Add another guest

3. On the *Invite guest* page, enter the guest's first and last name and e-mail address.

4. **Note**: Each e-mail address must be unique in OFB for data integrity and fraud prevention.

5. If you want to invite more guests, click the **Add another guest** link for each guest up to 10.

Reason for guest travel:

Assign to the following group:
--Select

*Products
Can book the following products:
☐ Air
☐ Hotel
☐ Car
☐ Rail

6. If you want to add a reason for inviting these guests, such as "Academic conference," enter it in the *Reason for guest travel* box.

7. This reason appears on the *Guest traveler* page next to each guest.

8. You should assign the guests to a group. Select the group from the drop-down list.

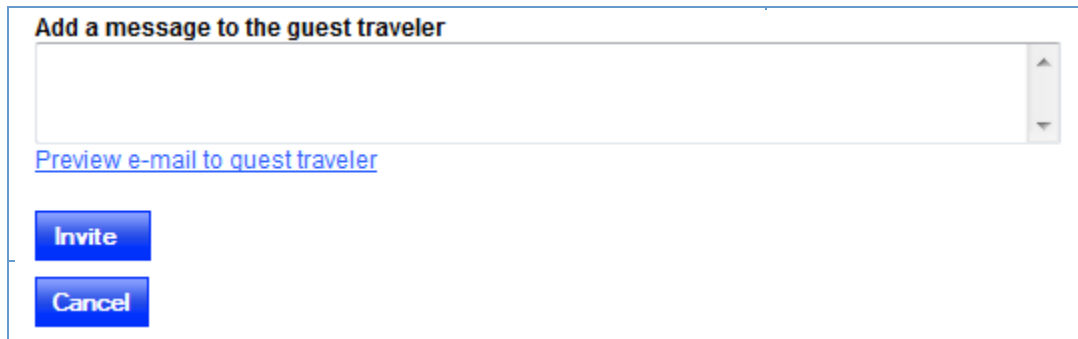9. Select each travel product the guests can book.

10. If you want additional people to receive notification of guests' bookings, add the e-mail addresses in the *Additional e-mail contacts* box.

11. Note: Guests won't be able to remove these addresses when they book travel.

12. Click the **End date** box and select the last day the guest can access OFB in the popup calendar.

13. If you want to enter a message to all the guests, enter it in the *Add a message* box.

14. This message is included in the e-mail that all the guests receive. If you want to enter a link to a web page, enter the entire URL (for example, http://www.orbitz.com/).

15. If you want to see a preview before the e-mail is sent, click the **Preview** link.
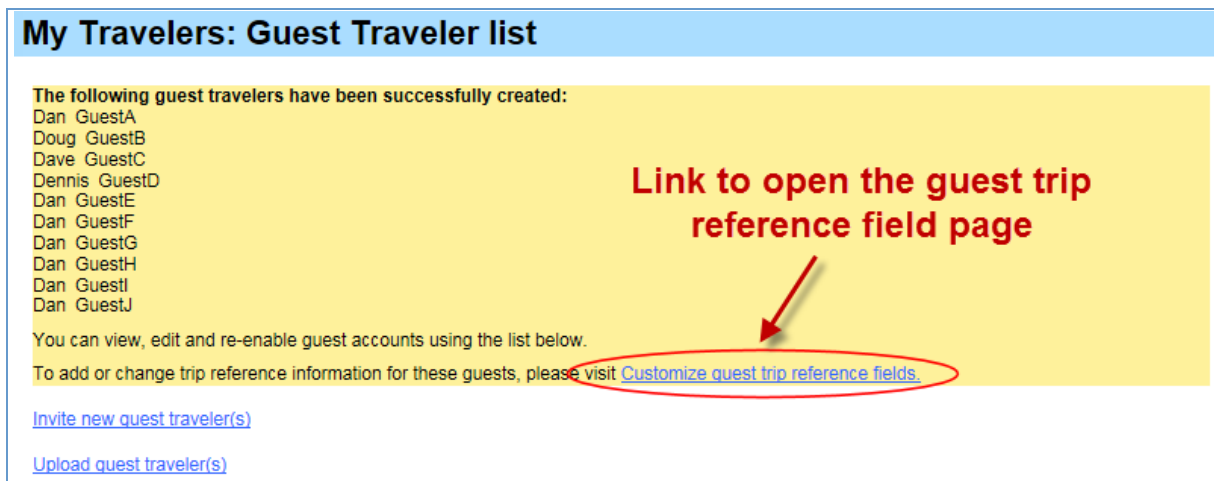
16. Click **Invite**.

The invitations are sent. You receive a copy of every invitation. As soon as guests register, they can begin booking travel.

Customize Trip Reference Fields for Guest Travelers

Travel arrangers should add values to individual guest travelers' trip reference fields when they invite, edit or re-enable guests. *By entering the NU Chart String information in advance, your guests won't have to provide it when booking.*

After guests are invited, edited or re-enabled, a link appears to the new *Customize guest trip reference fields* page where travel arrangers can add trip reference field values.

The next page lists the trip reference fields for each guest. The Travel Arranger enters the appropriate values for the guest booking.

After the first guest, there will be an *Apply these values to all guests below* link to add the values just entered for the first guest to all remaining guests. The arranger can still edit these values on a per guest basis.

To customize trip reference field values for each guest:

1. Invite, edit or re-enable guest travelers.
2. Click the **Customize trip reference field** link in the success message.

Enter reference information

This information helps Northwestern University track trip expenses.

Guest: John Doe

Admin Unit

Dept Name

Primary Dept ID

Primary Role

Net ID

Emp ID

The travel arranger should use his/her own information for these fields

Chart String: Please enter your chart string codes below (Fund, Department, a

Fund

Please enter this information using numbers only.
(minimum: 3 characters, maximum: 3 characters)

Dept

Please enter this information using numbers only.
(minimum: 7 characters, maximum: 7 characters)

The travel arranger should ehter the Chart String info for the trip

Project

Please enter this information using numbers only.
(minimum: 8 characters, maximum: 8 characters)

Activity

Please enter this information using numbers only.
(minimum: 2 characters, maximum: 2 characters)

Program (not required at this time)

Please enter this information using numbers only.
(minimum: 4 characters, maximum: 4 characters)

Chart Field 1

Please enter this information using numbers only.
(minimum: 4 characters, maximum: 4 characters)

Select the value for Account Code and enter your manager's information

Account Code

Dept Mgr Name

Dept Mgr Email

3. On the *Customize guest trip reference fields* page, enter the trip reference field values for the guest.

4. If there is more than one guest, click the **Apply these values to all guests below** link to enter the same trip reference field values for all guests.
5. Click **Update**.

Guests on OFB

E-mail invitation

The guest receives an e-mail invitation with information about the travel arranger who sent the invitation, a link to register and access OFB, and the customized message, if any.
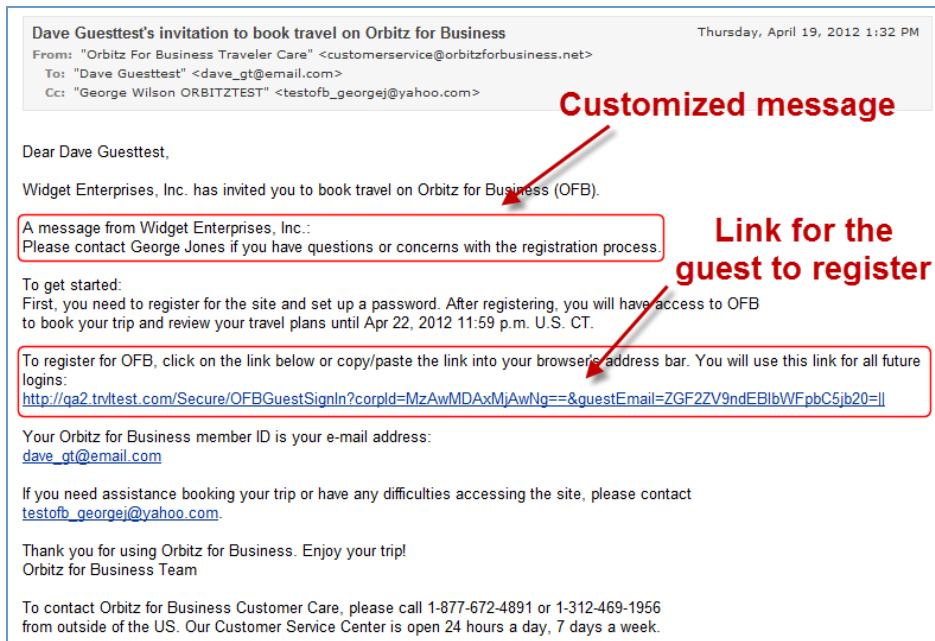
Guest registers

The guest must register on OFB before booking travel. The registration process is similar to the one used by employees.

To register as a guest:

1. The guest clicks the link in the invitation e-mail.
2. On the *Sign in* page, the guest clicks the **Register** link.
3. On the *Member registration* page, the guest checks that their name matches their government-issued ID (necessary for airport security check-ins).
4. The guest sets their own password.
5. The guest enters their zip code and home airport (to set search defaults).
6. The guest reads and agrees to OFB's Terms and conditions.
7. The guest clicks **Agree and continue**.

8. On the *Thank you* page, the guest clicks **Continue**.

The guest can now start booking travel.

Guest searches for and books travel

Guests experience the same benefits when they book travel as all other employees:

> Ease-to-use OFB interface

> University messages

> Preferred travel providers and Negotiated rates

> OFB care alerts

> Customer service contact phone number and Live Chat

> E-mail confirmations of bookings sent to the guest, the travel arranger and other e-mails entered on the *Invite guest* page

> Optional integration of their travel with TripIt (if they have a TripIt account)

On the My Trips page and in confirmation e-mail, the guest sees links to book only the travel products that the guest is allowed to book.

7

Managing Guest Travelers

Travel notification

When a guest books or cancels travel, the guest's travel arranger, along with any additional e-mail contacts entered on the *Invite guest* page, receives a notification e-mail.

In addition, travel arrangers can:

> Locate their guest travelers (via Traveler Locator report and their Traveler List)
>
> View and modify active bookings (via Traveler Locator report or opening the guest traveler's *My Trips*)
>
> Access canceled and past trips (via guest traveler's *My Trips*)

Traveler locator report with a guest traveler

Editing guests

The Travel Arranger can:

> Change or remove access to travel products or to the site itself on the *Edit guest* page
>
> Invite guests back by re-establishing access for a new time period on the *Re-enable guest* page. Guests receive a new invitation e-mail if they have been invited back.

To edit a guest's access:

1. On the *Guest traveler list* page, click the **Edit guest** link next to the guest you want to edit.

2. On the *Edit guest* page, make your changes.

3. Click **Continue** to apply your changes.

Invitations are not sent after you edit guests.

To re-enable a guest's access:

1. On the *Guest traveler list* page, select the box next to the guest(s) you want to invite back and click the **Re-enable selected** button.

2. On the *Re-enable guest* page, enter the new expiration date for the guest and any other changes.

3. Click **Continue**.

New invitations are sent. You receive a copy of all invitations.

> **M** **Dave TestTwelve's invitation to book travel on Orbitz for Business**
> 1 message
>
> Orbitz For Business Traveler Care <customerservice@orbitzforbusiness.net>
> Reply-To: Jane Jones <janejones@widgetent.com>
> To: Dave Test <hart@widgetent.com>
> Cc: Jane Jones <janejones@widgetent.com>
>
> Dear Dave Test,
>
> Widget Enterprises, Inc. has invited you to book travel on Orbitz for Business (OFB). If you
> have already registered, you can access to OFB with your previous ID and password until
> Mar 23, 2012 11:59 p.m. U.S. CT.
>
> To access OFB, click the link below or copy/paste the link into your browser's address bar.
> http://qa2.trvltest.com/Secure/OFBGuestSignIn?corpId=MzAwMDAxMjAwNg==&guestEmail=aGFydGlnYW5
>
> If you have not registered, you need to register and set up a password. After registering, you will
> have access to OFB to book your trip and review your travel plans until Mar 23, 2012 11:59 p.m. CT.
> To register, click on the link above or copy/paste the link into your browser's address bar, then click
> the Register link on the right.
>
> Use the link above for all future logins. Your Orbitz for Business member ID is your e-mail address:
> hart@widgetent.com
>
> If you need assistance booking your trip or have difficulties accessing the site, please contact
> janejones@widgetent.com.
>
> Thank you for using Orbitz for Business. Enjoy your trip!
> Orbitz for Business Team.
>
> To contact Orbitz for Business Customer Care, please call 1-877-672-4891 or 1-312-469-1956
> from outside of the US. Our Customer Service Center is open 24 hours a day, 7 days a week.

If the guests have already registered, they do not need to register again to begin booking travel.